



DATA REPORT

DECEMBER 31, 2018

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SUMMARY DASHBOARD

QHPs are measured since Nov. 1 when enrollment began for 2019. Medicaid enrollments, which continue year-round, are as of report cover date.

SYSTEM DASHBOARD

Applications
47,367
associated to users

Completed
23,992

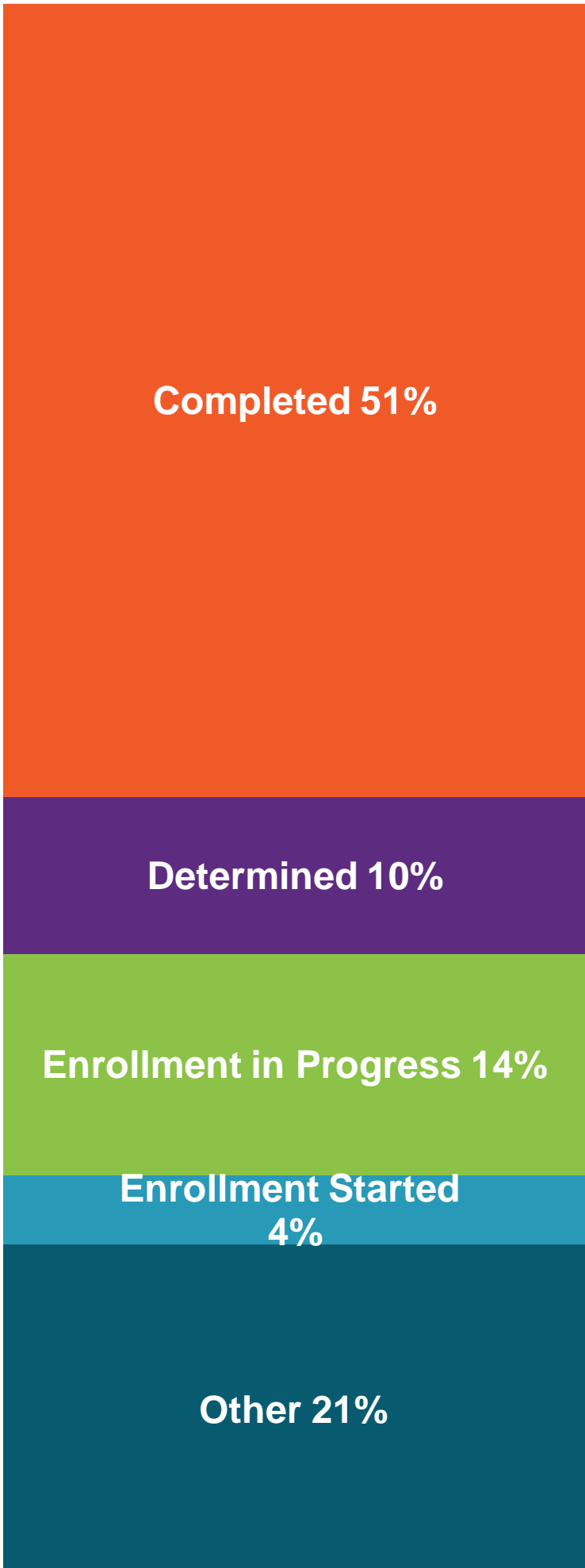
Determined
4,765

Enrollment in Progress
6,673

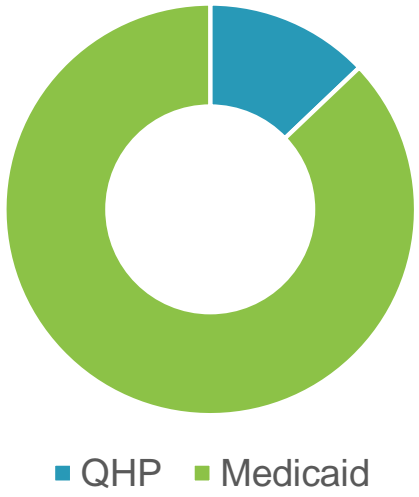
Enrollment Started
2,112

Other
9,825

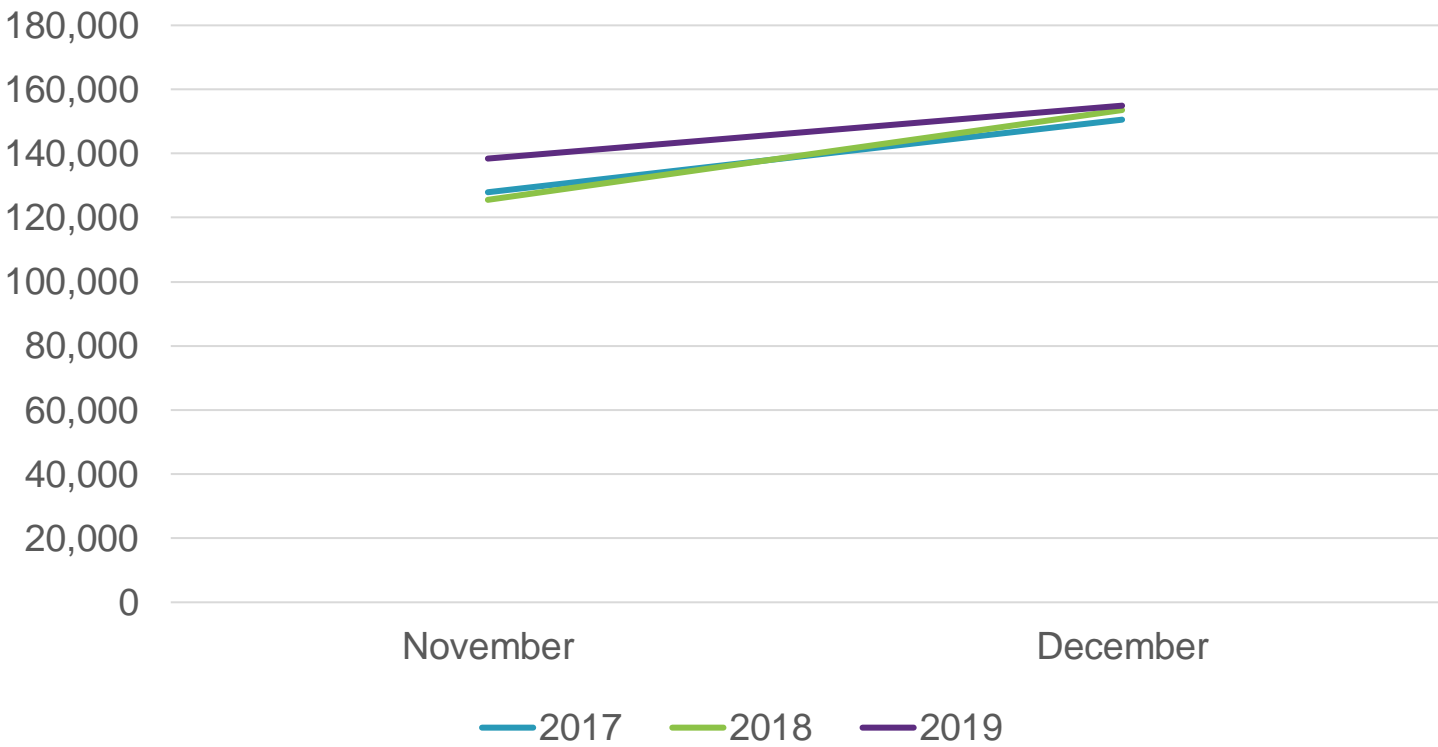
Other includes: blank status, inactive, cancelled, denied, in process, partially enrolled and submitted.



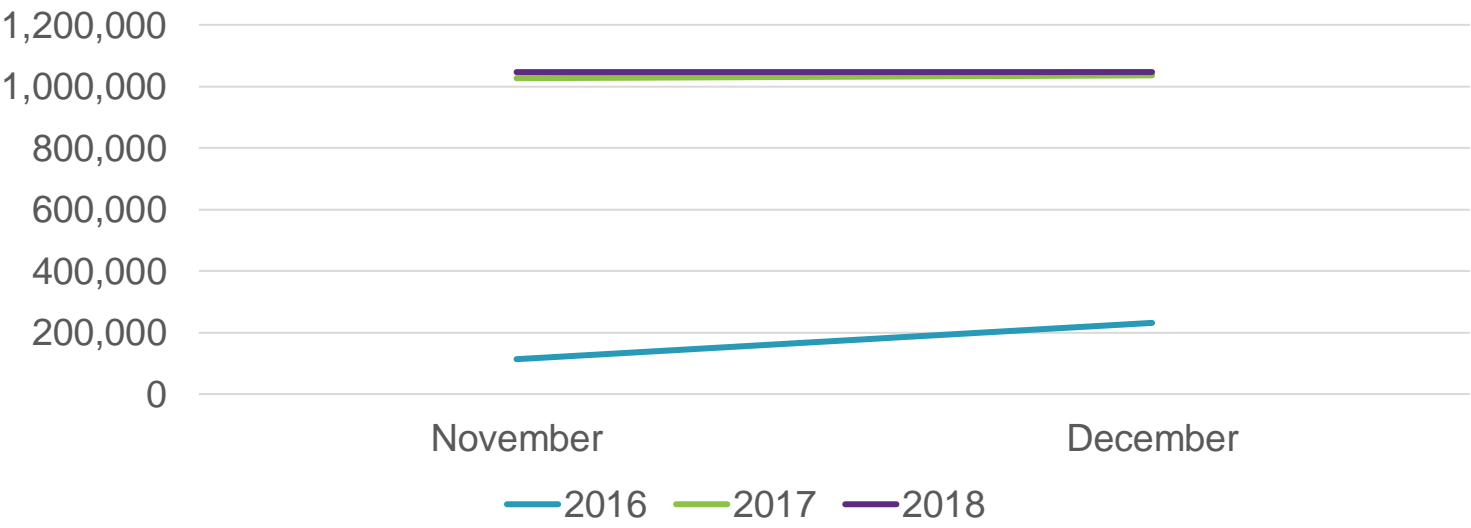
Qualified Health Plans (QHP) vs. Medicaid Enrollment



Enrolled in QHP
154,946



Enrolled in Medicaid
1,046,579



MAGI Medicaid enrollments (based Modified Adjusted Growth Income), covered in chart above, go through Maryland Health Connection. Non-MAGI Medicaid, about 300,000 enrollments with other eligibility criteria, go through the Maryland Department of Health (MDH).

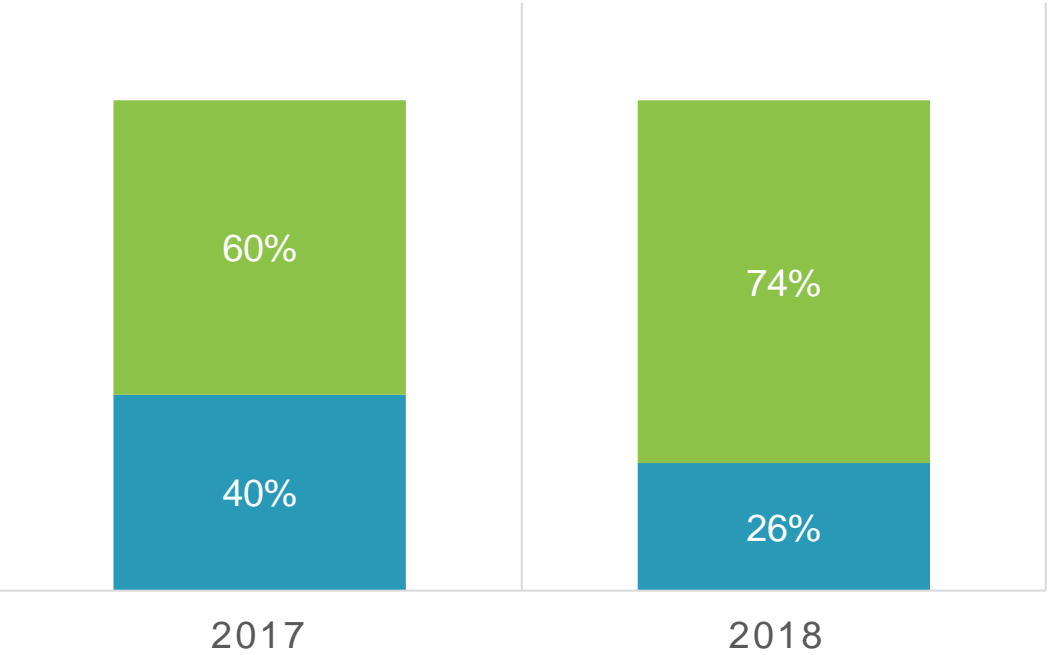
QUALIFIED HEALTH PLANS DASHBOARD

Period is from start of open enrollment Nov. 1 to the end date on report cover.

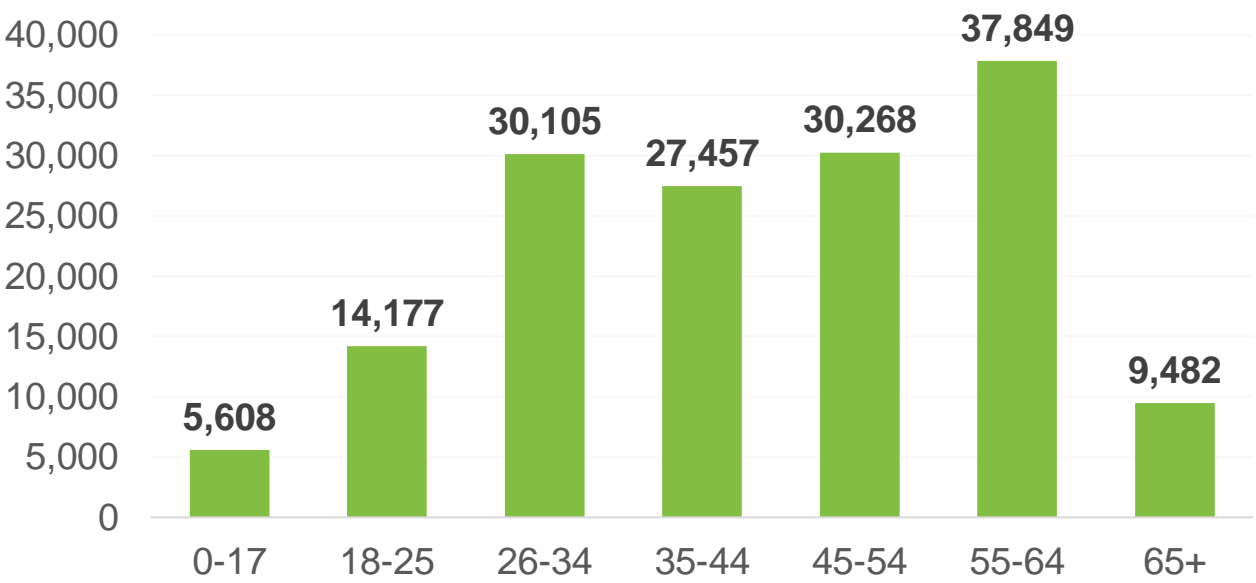
Total QHP Enrollees

154,946

■ New ■ Renewal



QHP Consumers by Age Group



Target Enrollment for 18-34-year-olds:

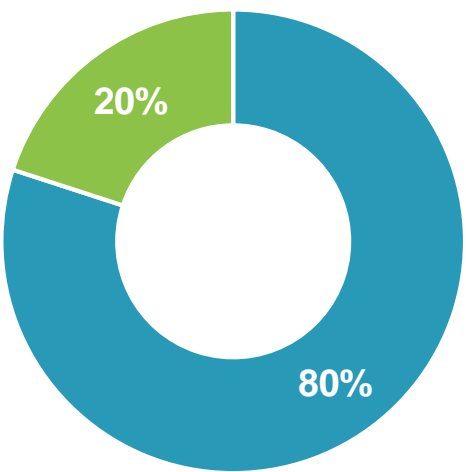
30%

Current Enrollment for 18-34-year-olds:

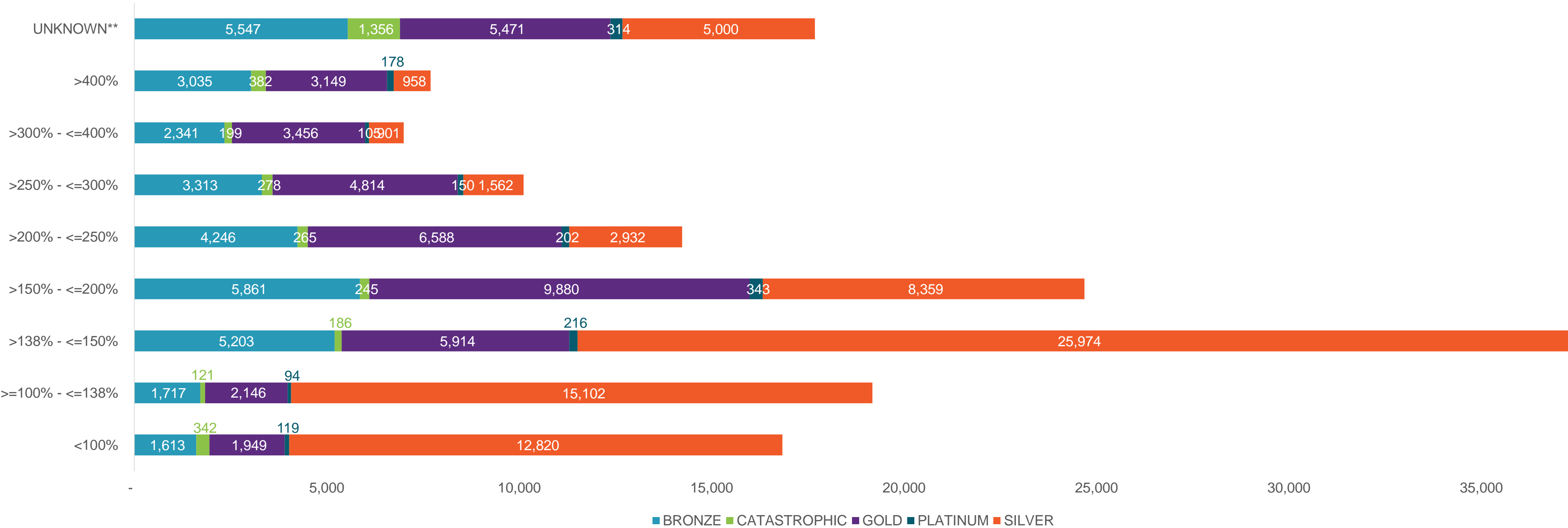
29%

Financial Help

■ With Tax Credits ■ Without Tax Credits



QHP Enrollment by Household Income and Metal Level

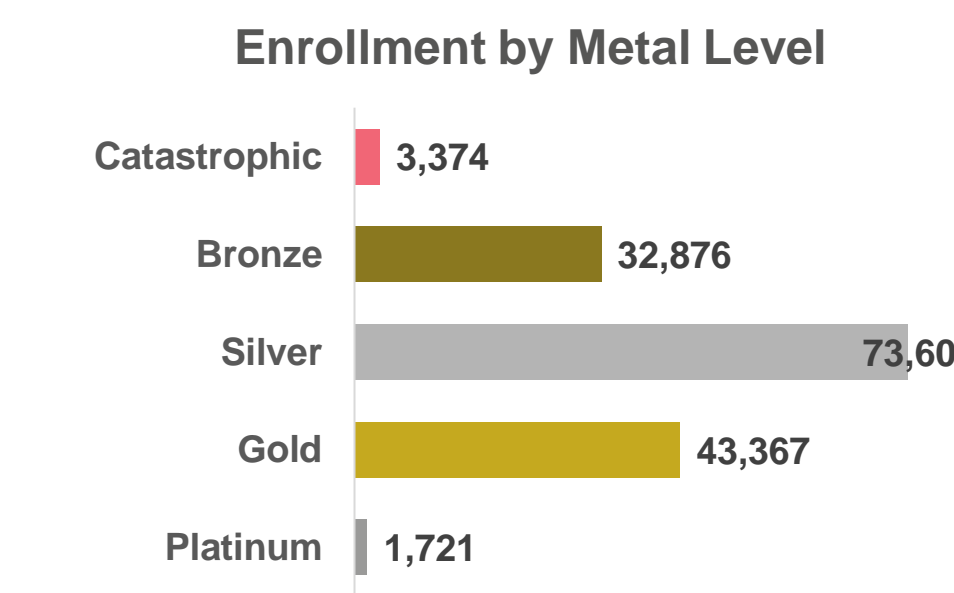
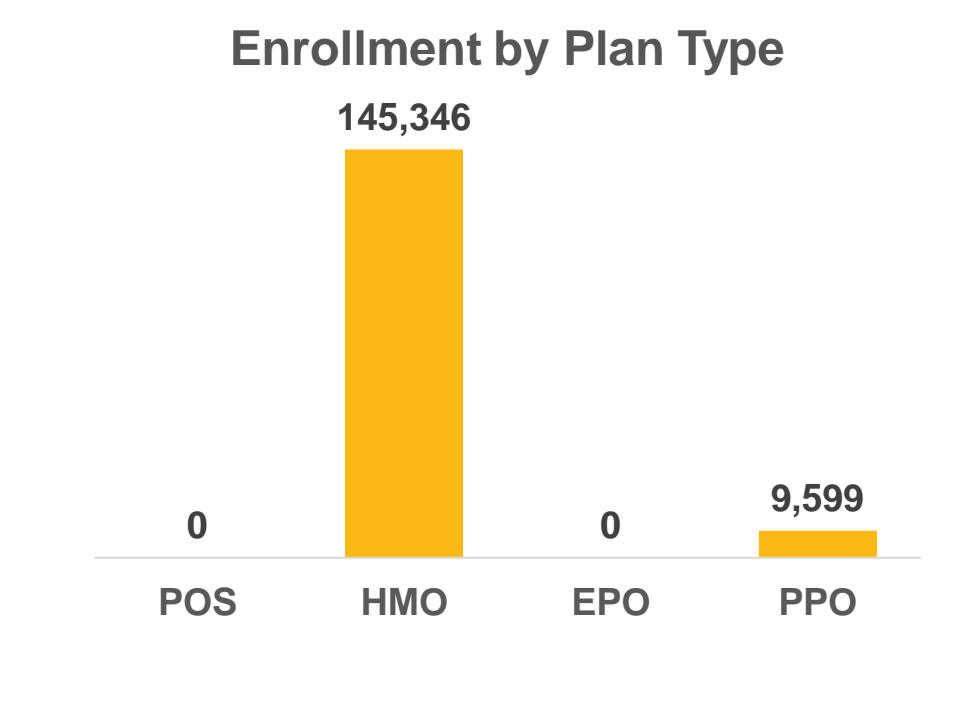
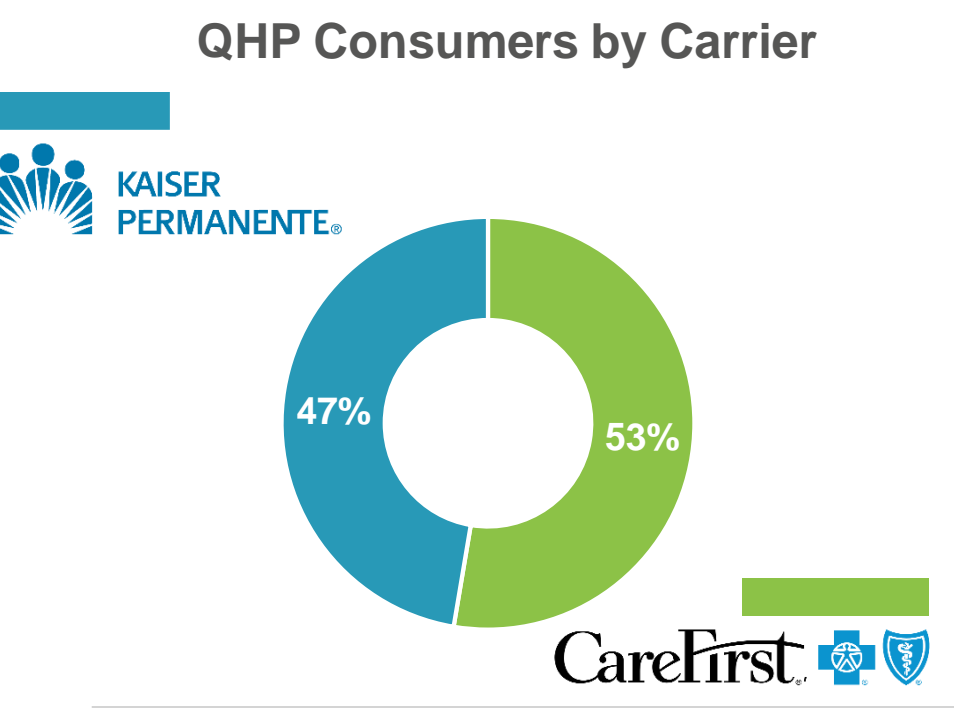


**Enrollees who did not submit household income information and thus were not eligible for financial help.

Household income eligibility based on percentages above the Federal Poverty Level, defined as \$12,140 for an individual and \$25,100 for a family of four.

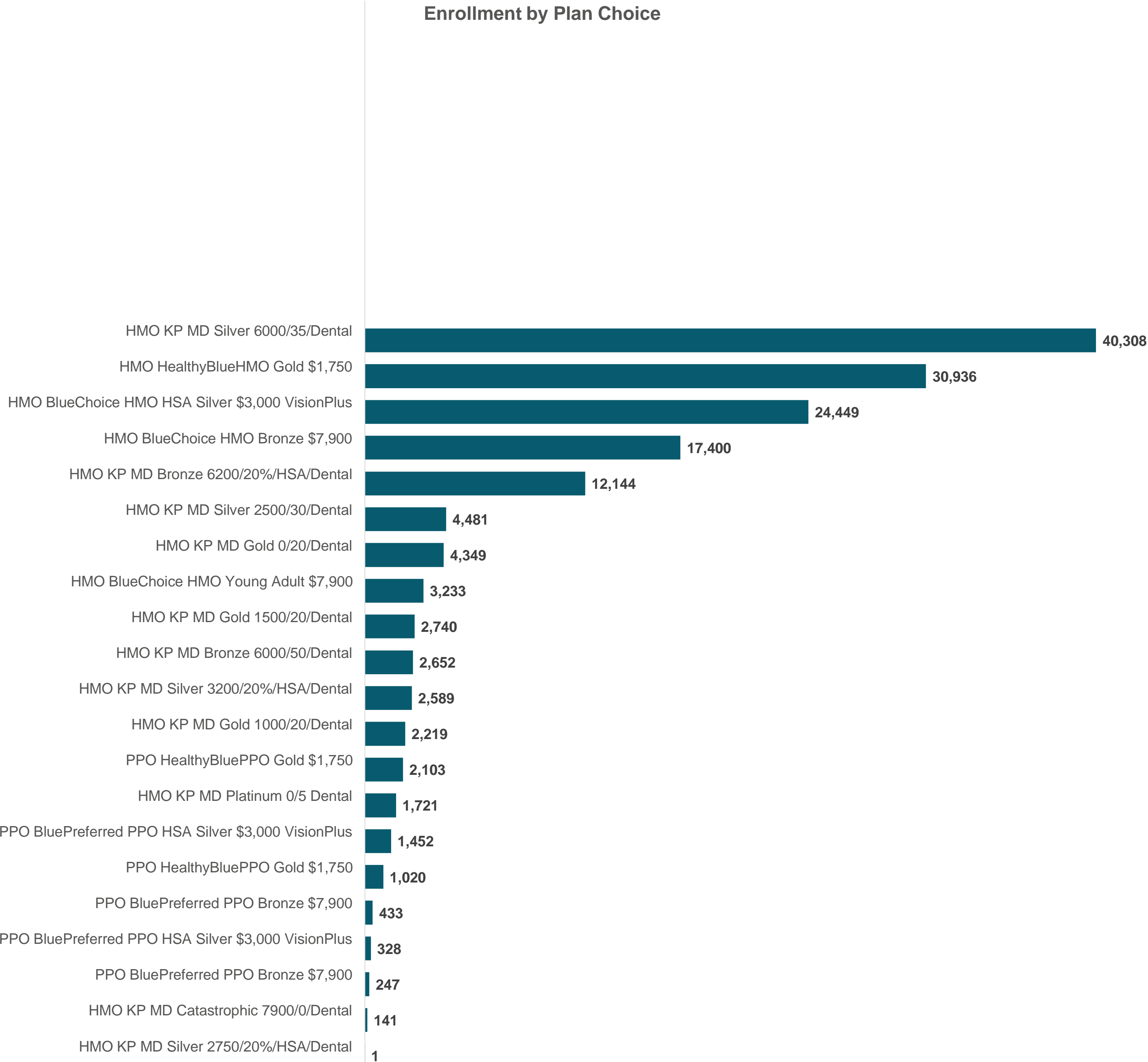
QUALIFIED HEALTH PLANS SELECTIONS

Period is from start of open enrollment Nov. 1 to the end date on report cover.



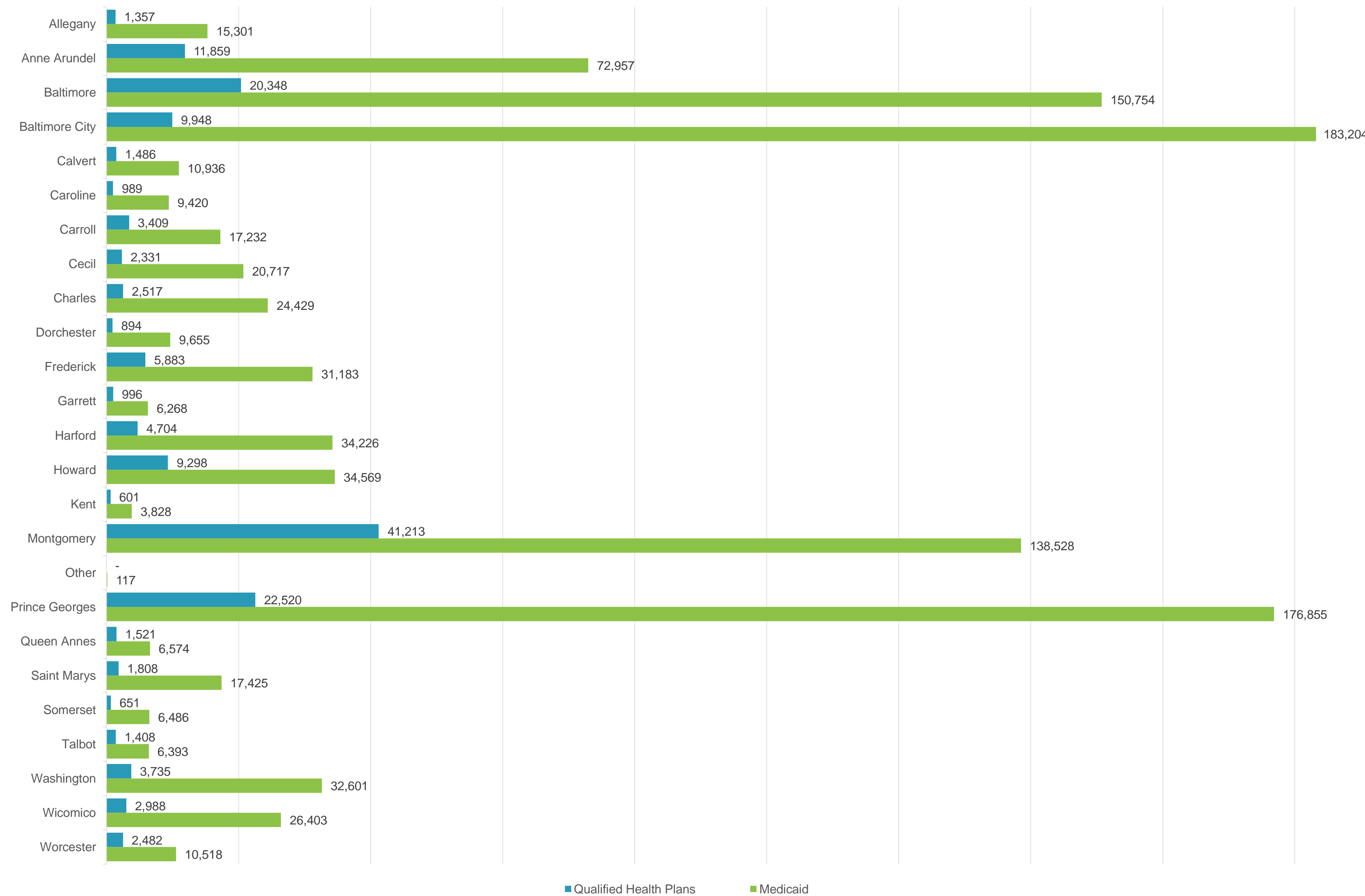
Metal levels (platinum, gold, silver, bronze) differ based on how you and the insurance company share the cost of your care. For example, insurance companies cover 90 cents on the dollar for platinum plans and 60 cents on the dollar for bronze plans. Financial help is only available through silver plans.

There are also different play types. Some allow you to see almost any doctor or healthcare facility; others limit your choices to a network of doctors and facilities or require you to pay more if you use providers outside the network.



ENROLLMENT DISTRIBUTION BY COUNTY

Period is from start of open enrollment Nov. 1 to the end date on report cover.

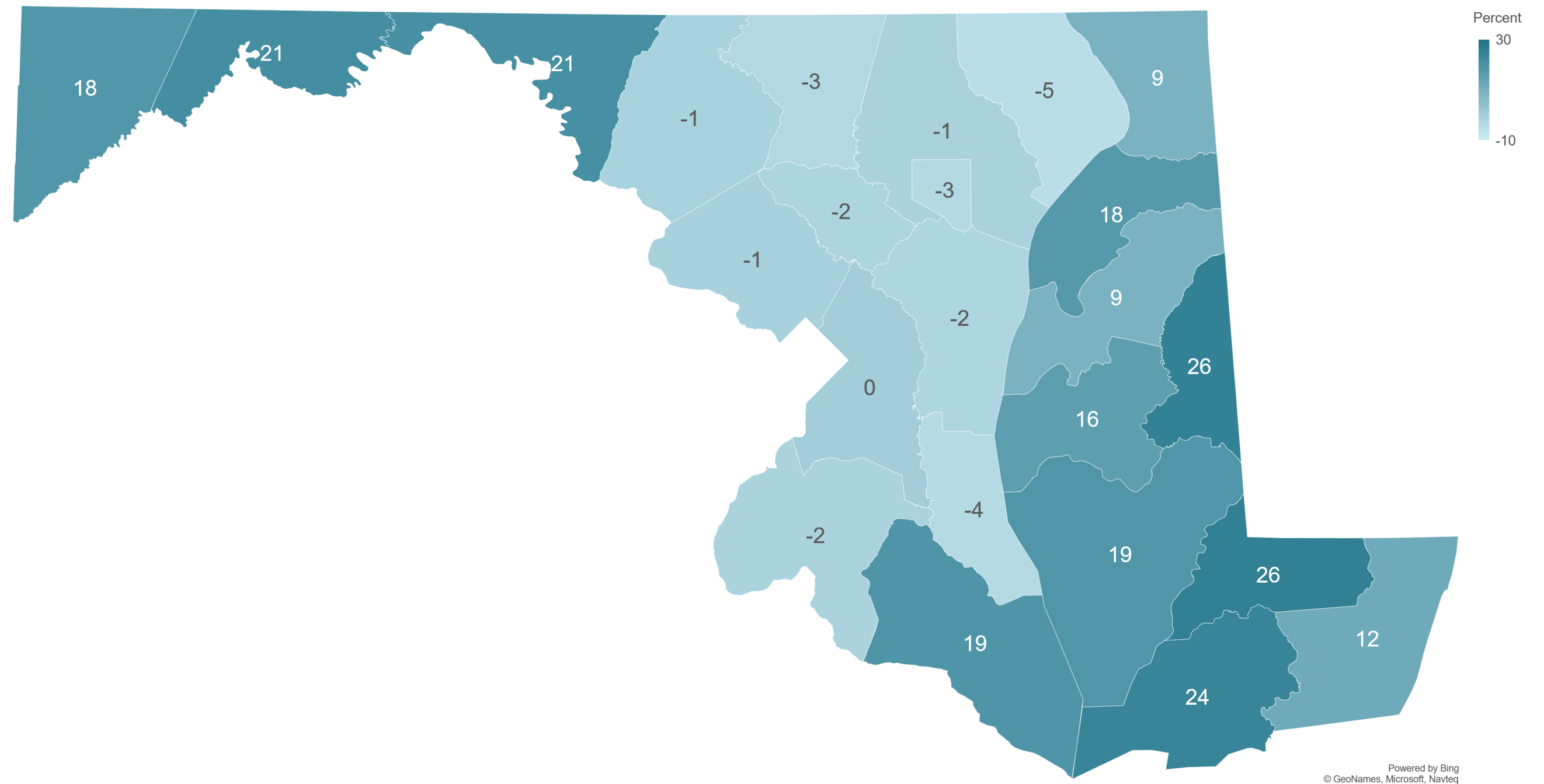


“Other” enrollees may include dependents living out of state and residents of border counties whose mailing addresses may be in the ZIP code of a neighboring state.

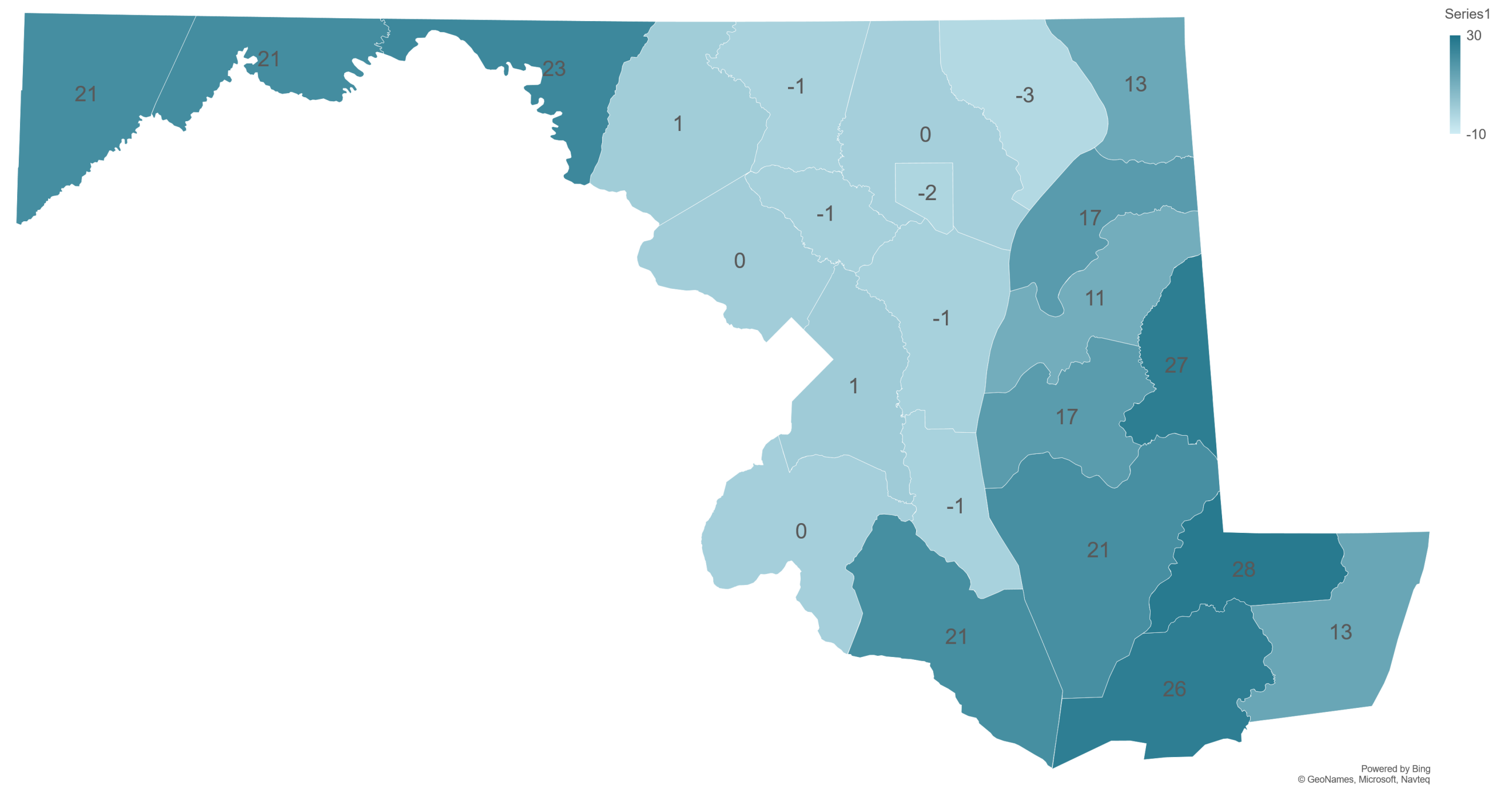
Change compares period beginning with start of open enrollment Nov. 1 and ending on end date on the report cover with comparable time frame a year earlier (closest date available +/- 3 days).

-5% change

Percent Enrollment Comparison by Month



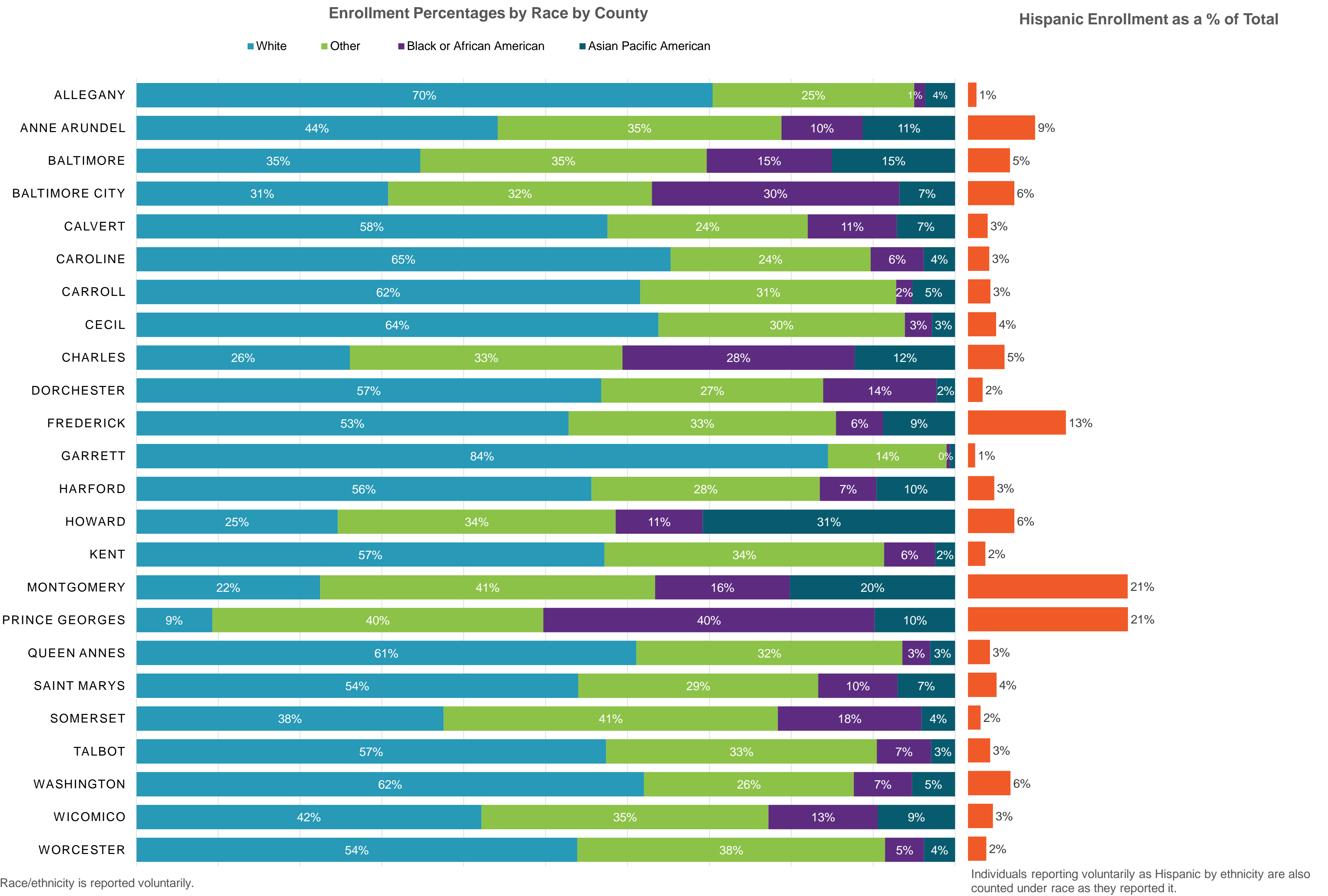
Percent Enrollment Comparison by Year



County lines include bodies of water.

QUALIFIED HEALTH PLANS RACE AND ETHNICITY

Period is from start of open enrollment Nov. 1 to the end date on report cover.

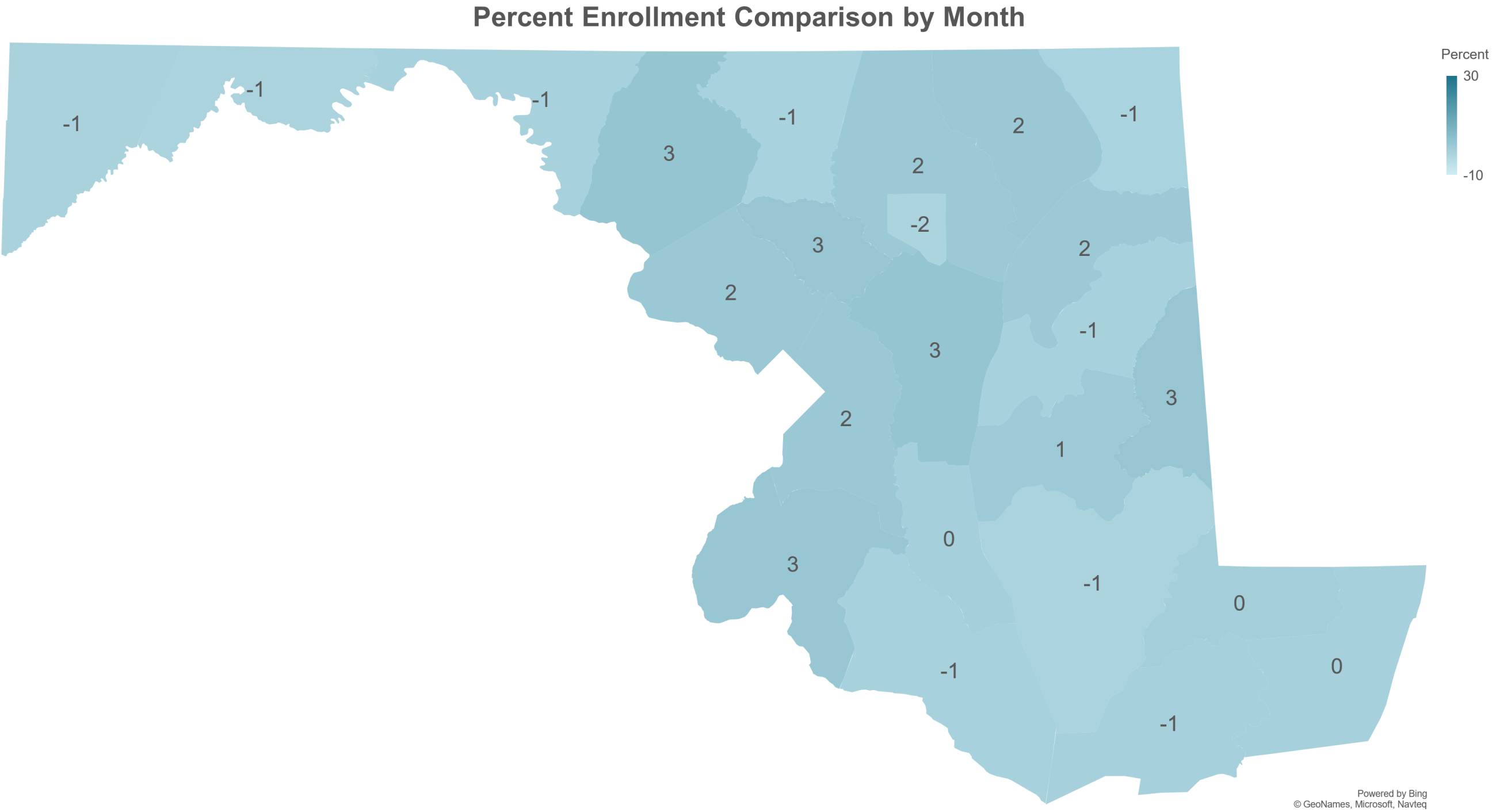


MEDICAID BY COUNTY

Change compares enrollment on DATE OF report cover with one year earlier.

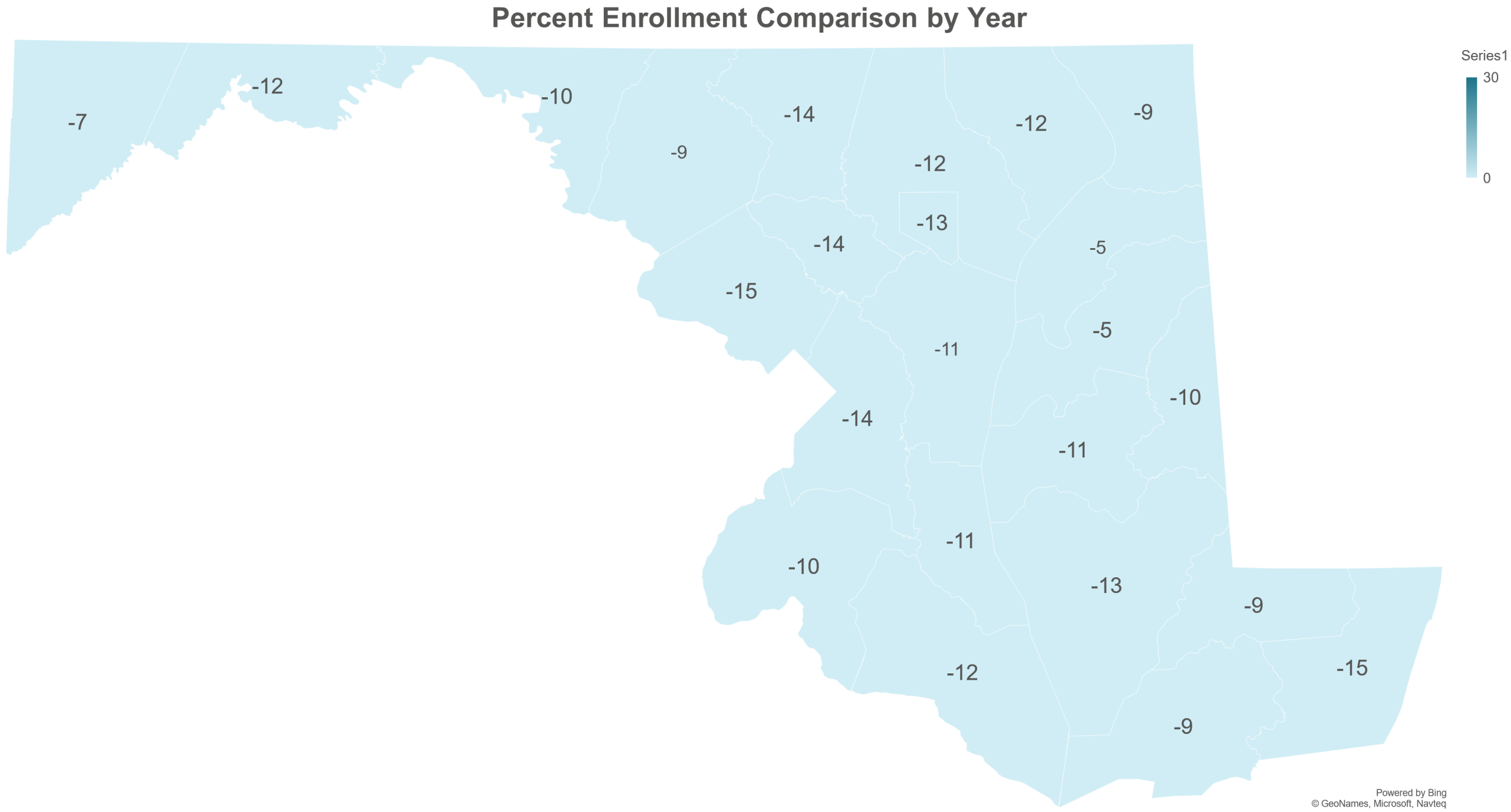
Largest Growth by Month
Anne Arundel
3% monthly growth

Smallest Growth by Month
Baltimore Citv
-2% monthly growth



Largest Growth by Year
Kent
-5% yearly growth

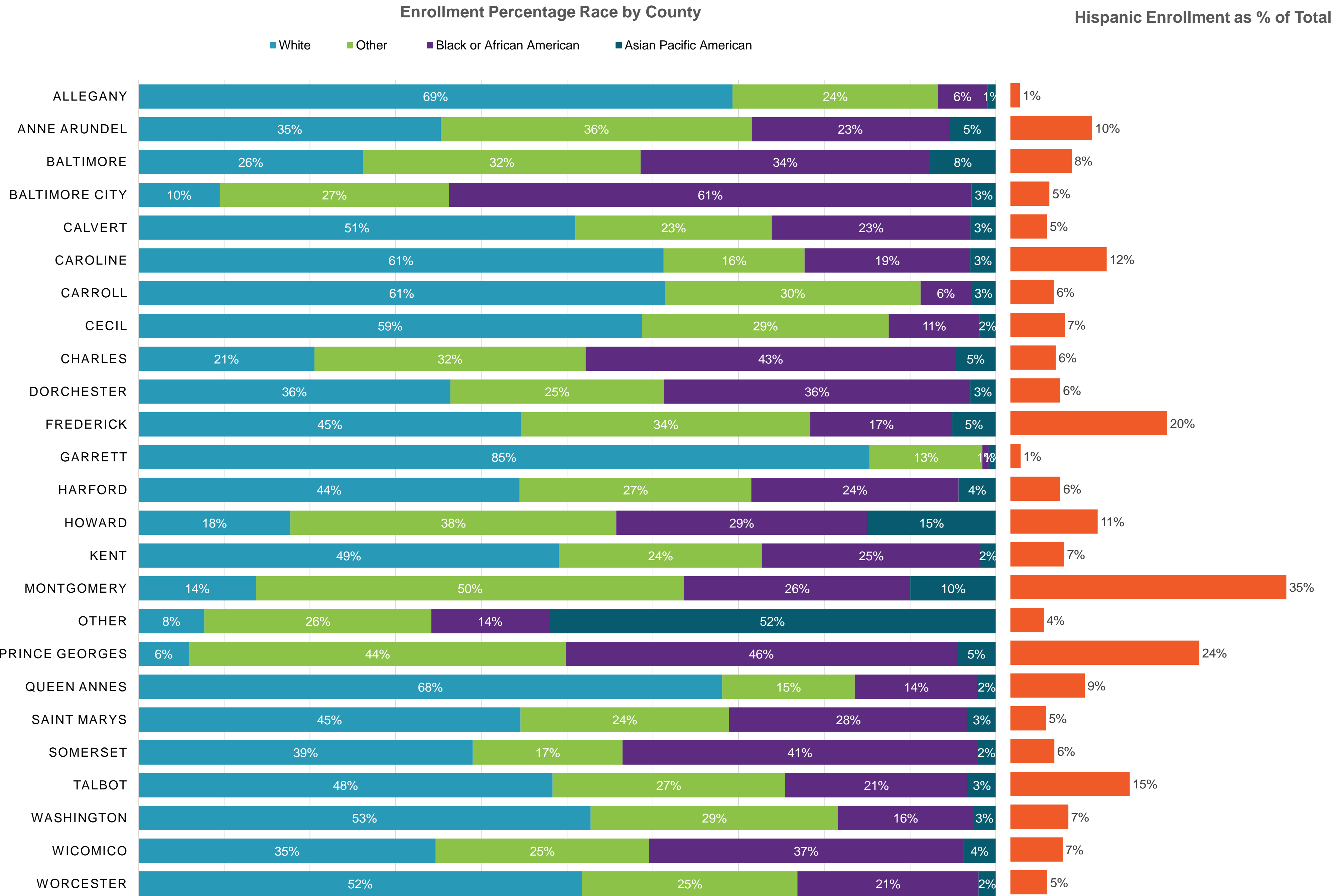
Smallest Growth by Year:
Worcester
-15% yearly growth



County lines include bodies of water.

MEDICAID RACE AND ETHNICITY

Enrollment as of date on report cover..



Race/ethnicity is reported voluntarily.

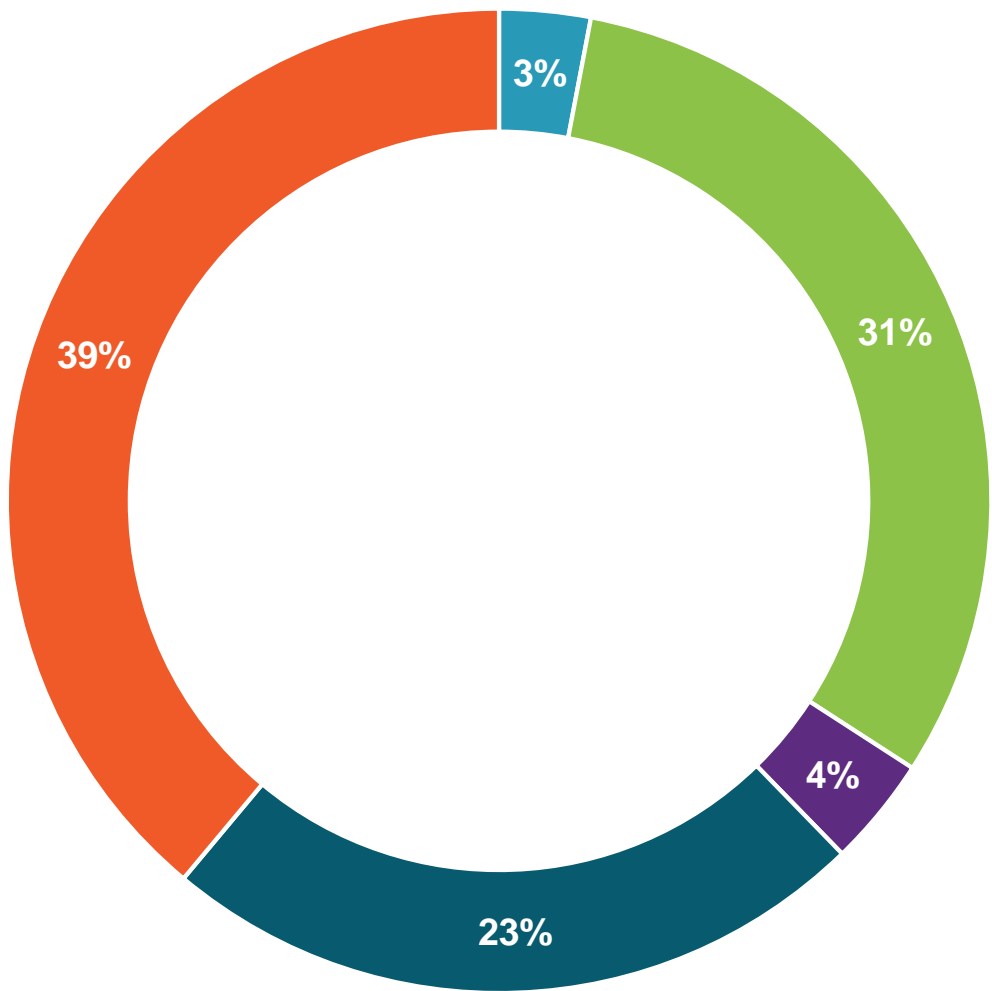
Individuals reporting voluntarily as Hispanic by ethnicity are also counted under race as they reported it.

SMALL BUSINESS HEALTH OPTIONS PROGRAM (SHOP) ENROLLMENT

SHOP enrollments, which continue year-round, are as of Nov 30

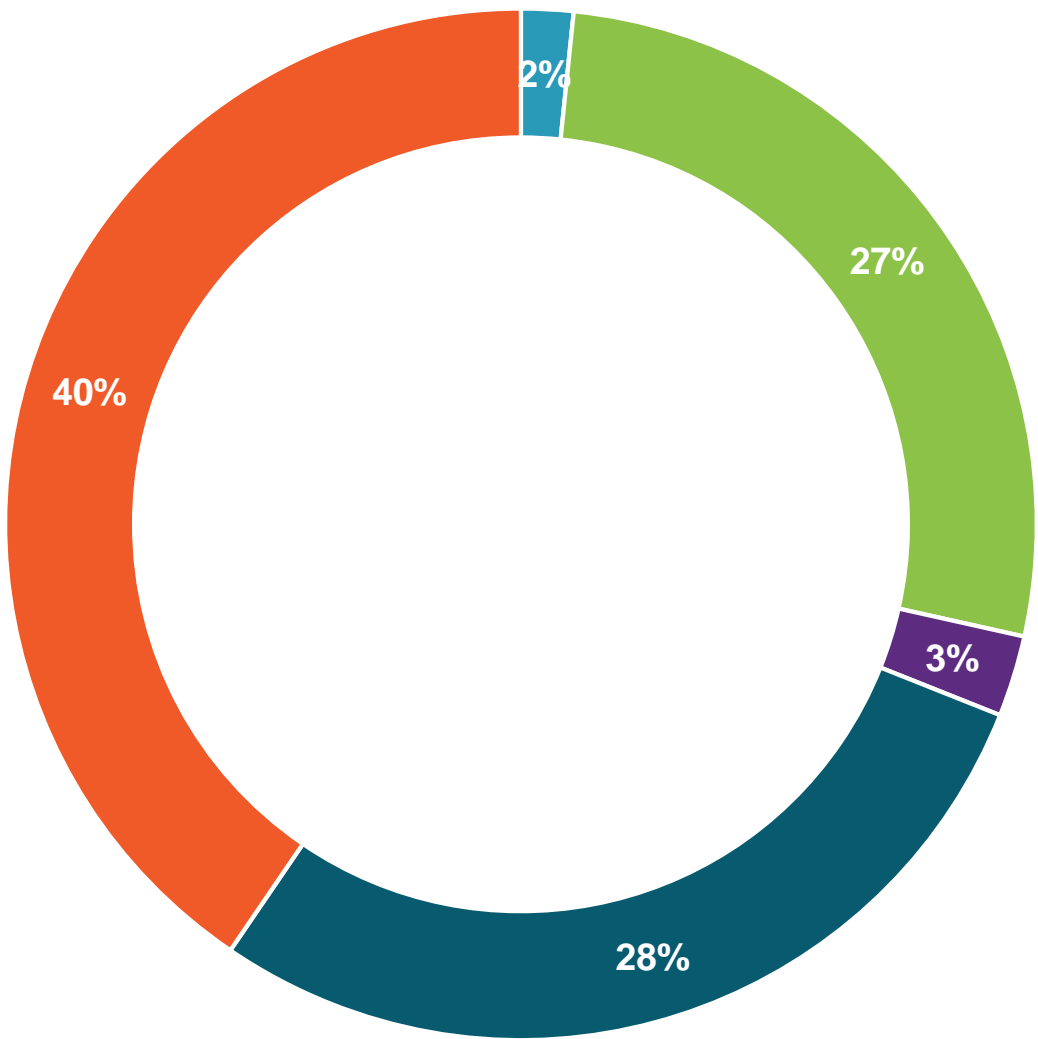


SHOP % Employers by Carrier

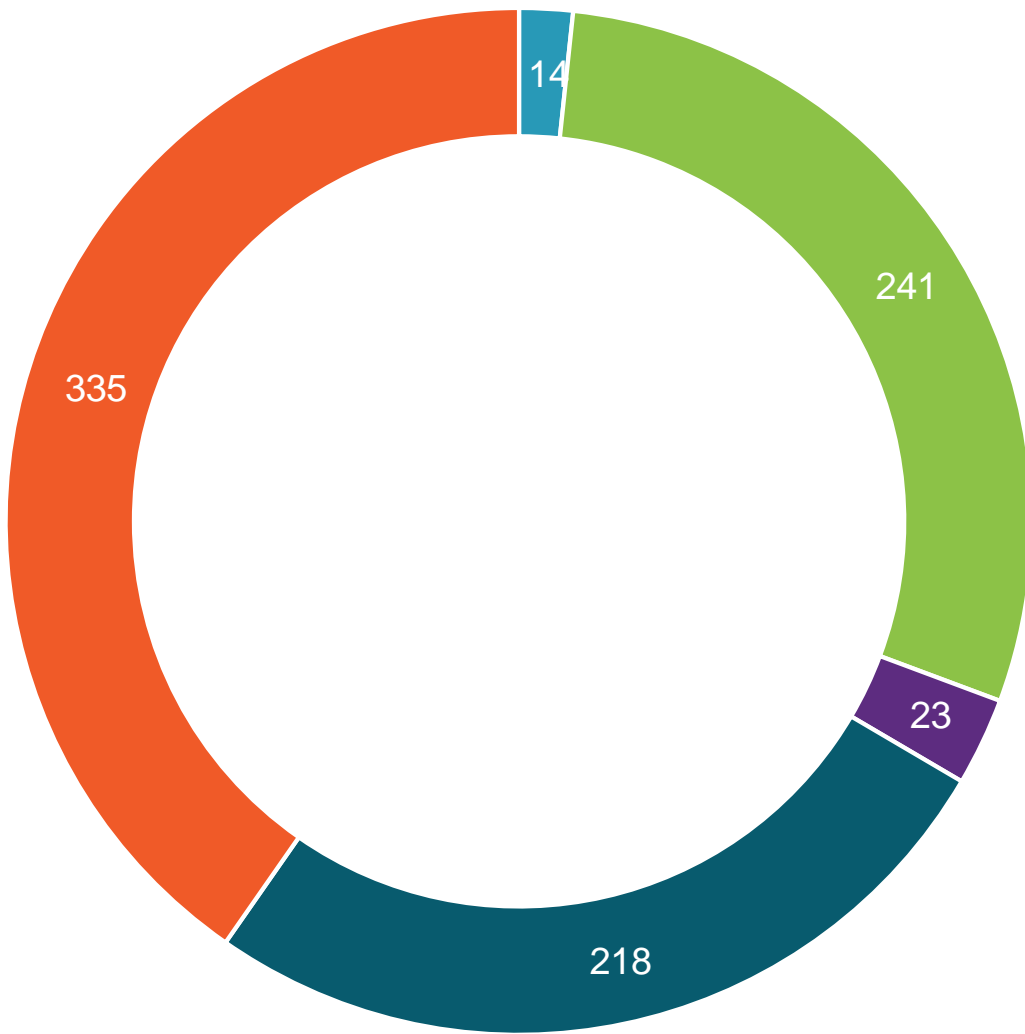


An employer may be enrolled in more than one carrier and dental

SHOP % Employees by Carrier



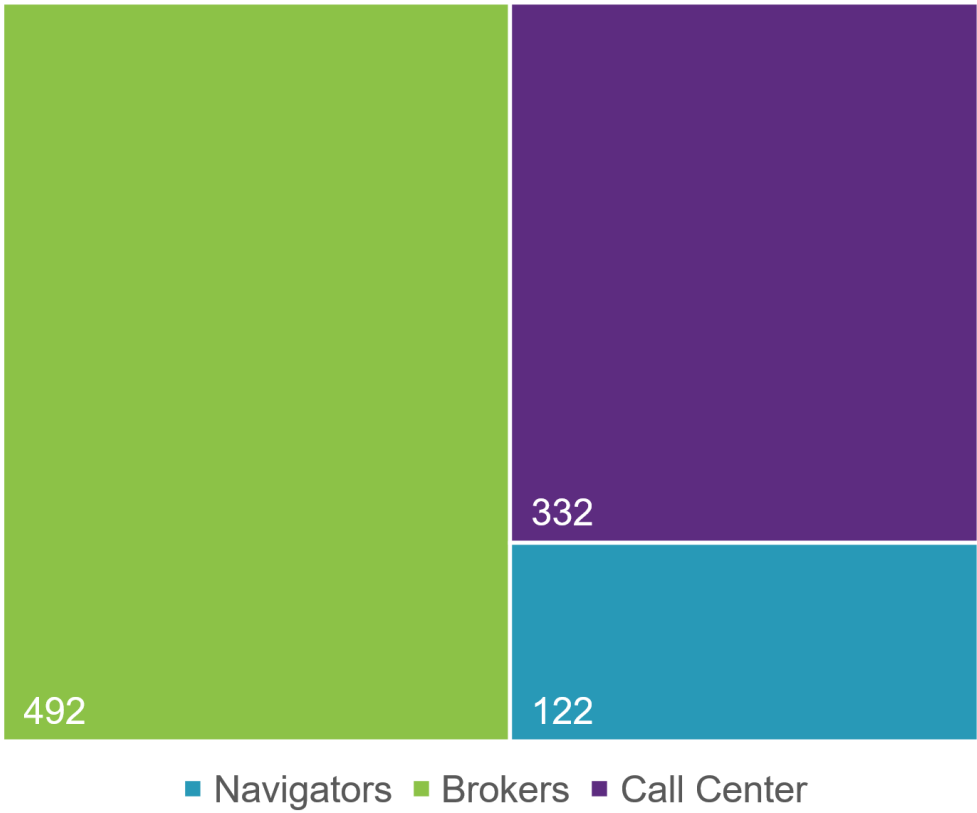
SHOP # Covered Lives by Carrier



CONSUMER ASSISTANCE

Change compares period from start of open enrollment Nov. 1 to the end date on report cover with comparable time frame a year earlier (closest date available +/- 3 days).

Number of Consumer Assisters



Calls Offered

167,159

-27% from previous year.

Average Speed Answer

0:07:0min

- 0:04 from previous year.

Average Hold Time

0:01:2min

+ 0:00 from previous year.

Calls Handled Time

0:10:45min

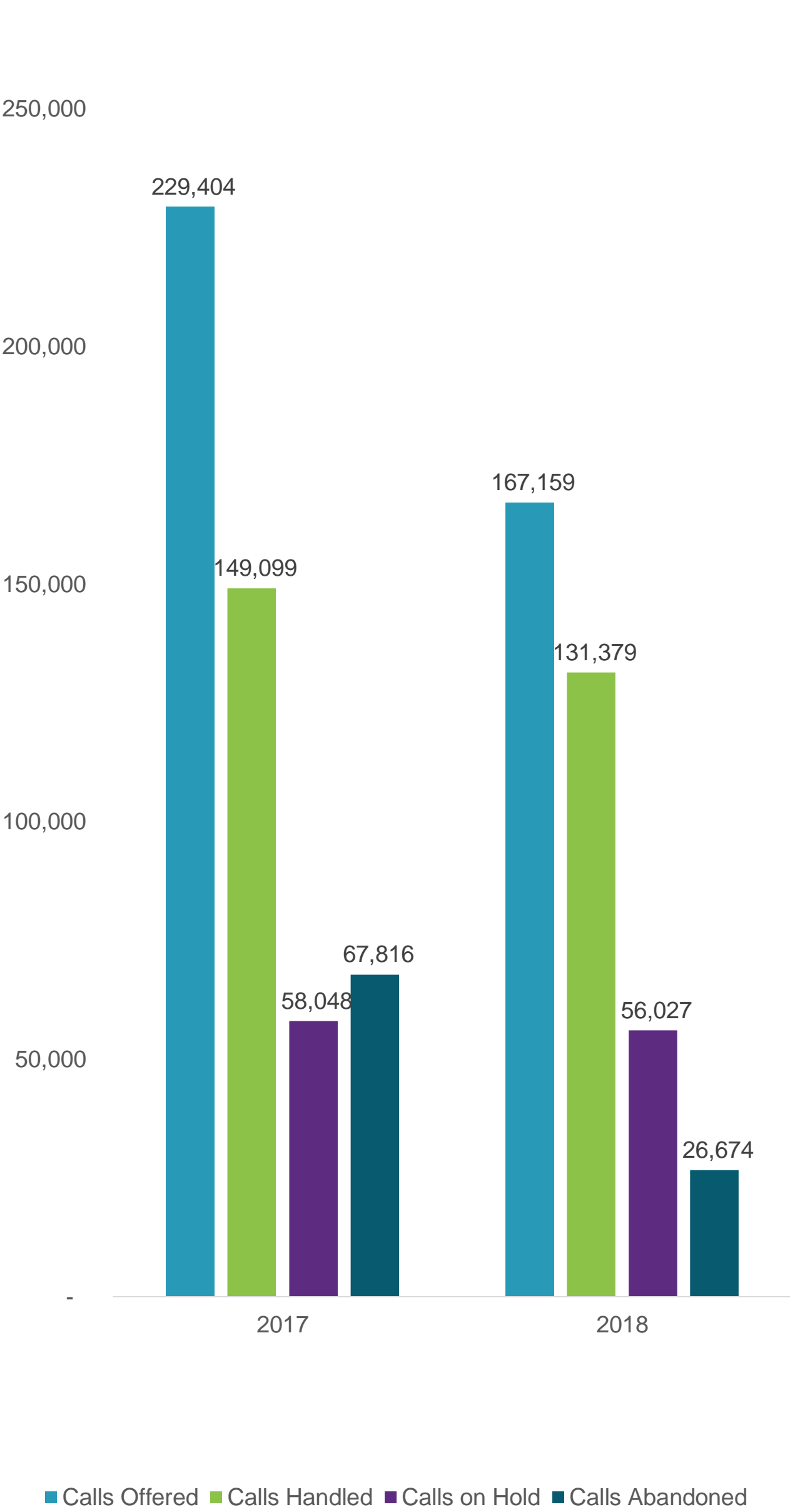
- 0:01 from previous year.

Average Quality Percent Rating

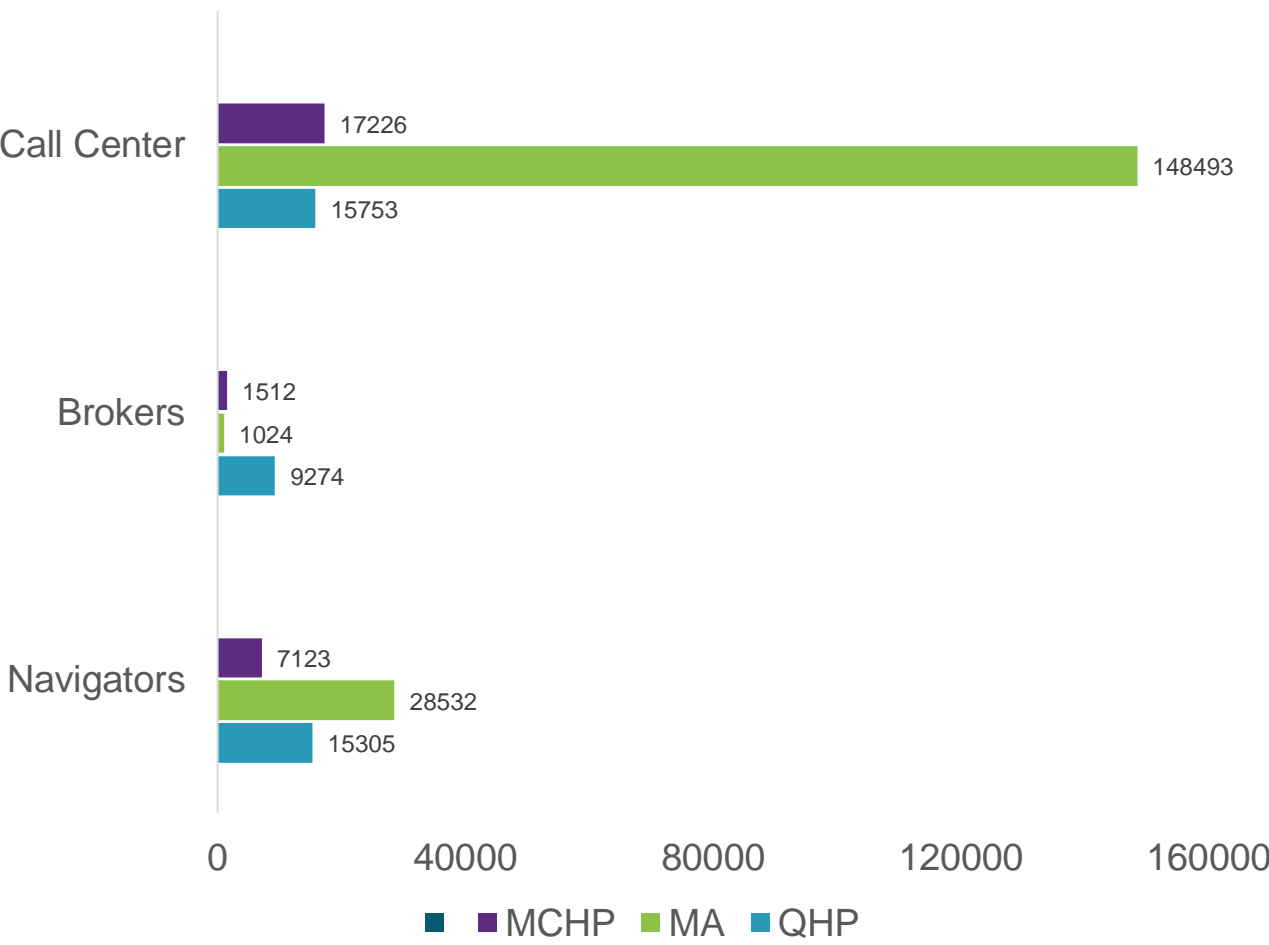
90%

3% from previous year.

Call Center Volumes



QHP vs. Medicaid vs. CHIP Enrollments by Type of Consumer Assister



WEBSITE AND MOBILE

Period is from start of open enrollment Nov. 1 to the end date on report cover.

Website Visitors

251,001

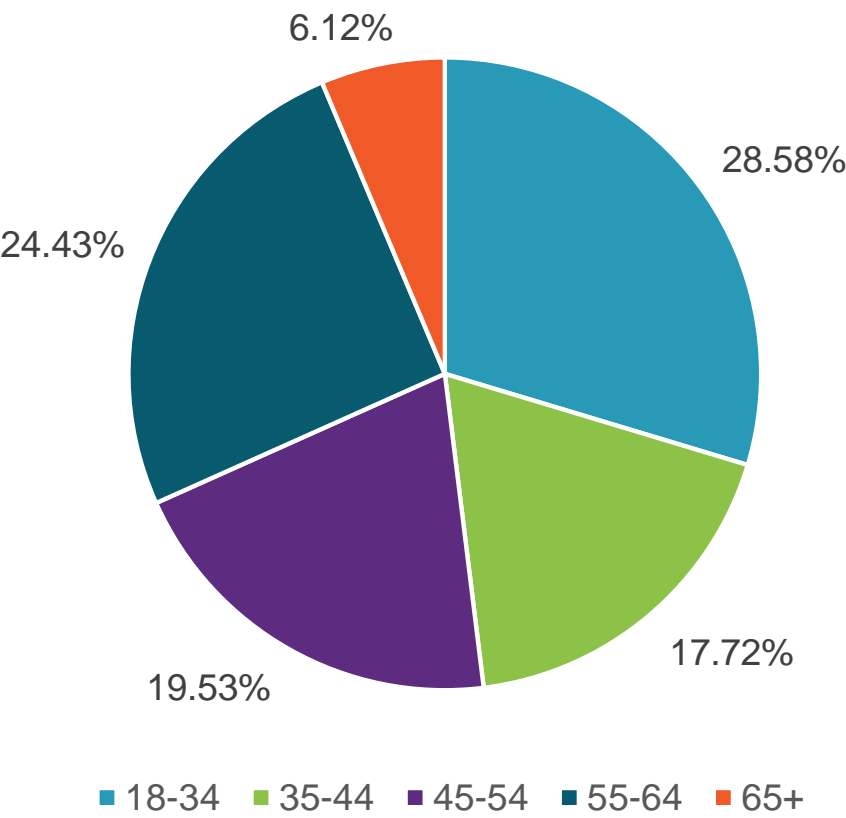
Mobile App Downloads

30,213

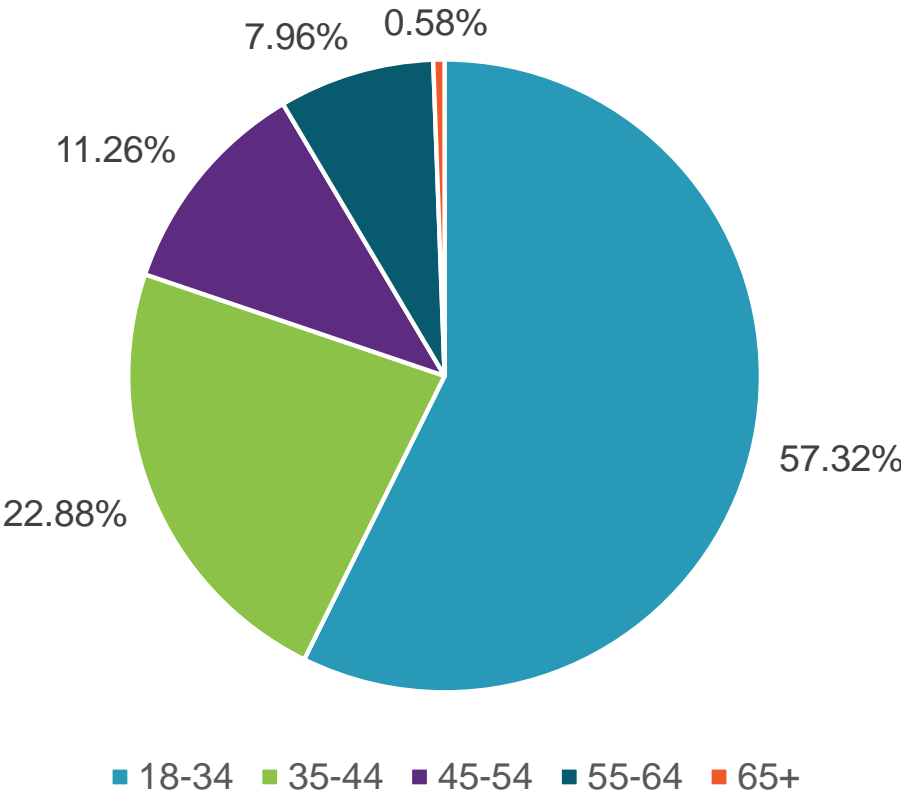
Enrollments Completed By Mobile App

7,814

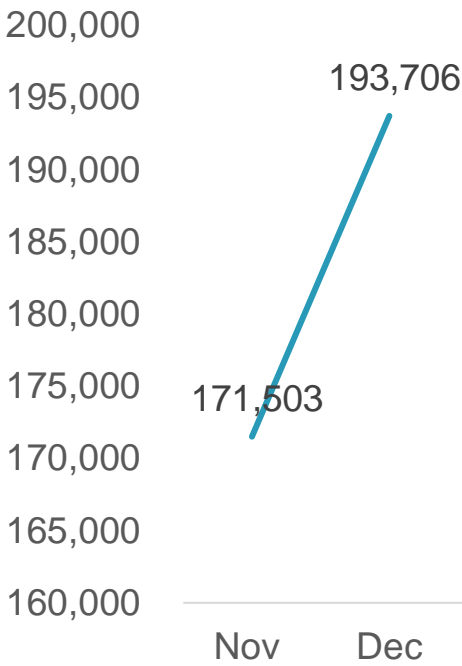
Website Enrollment By Age



Mobile Enrollment By Age



Unique Website Visitors By Month



Website vs Mobile App Enrollment

